

## KEY FIGURES\*



**2.1 million** IDPs, returnees and war-affected people reached with cash assistance\*\* since March 2022



**US\$ 610.5 million** disbursed so far\*\*



**72%** of those assisted are women and children



**21** oblasts with active multi-service protection centres and/or mobile teams for cash enrolment and protection screening and services



**>1,000** enumerators trained on data collection, targeting criteria, needs assessment, protection from sexual exploitation and abuse (PSEA) & Code of Conduct

## ACHIEVEMENTS 2024

### TOGETHER WITH PARTNERS, UNHCR SUPPORTED:

→ **600,000\*** people with cash assistance

### WINTERIZATION RESPONSE

→ **Almost 225,000 people** received cash assistance to cover their additional winter needs, as part of the 2024-2025 winter response, referred by the MinRe, MOSP, Pension Fund.

\*Figures may be adjusted as they are subject to reconciliation and verification.

Aggregate figure by year is used.

\*\*Total cash assistance since March 2022.

It includes MPCA, cash for winter, and sectorial cash. People may have received multiple forms of cash assistance.



# UKRAINE OPERATION FACTSHEET

## CASH ASSISTANCE

### Why cash?

Cash assistance is one of the most efficient and effective ways to support people adversely impacted by the war on Ukraine, including people forced to flee, as well as those who choose to remain close to home. It restores agency—giving the war-affected people the dignity of choice to decide on what they need most to cover their basic needs and boost economic recovery and local markets. It also supports government's efforts as it complements other activities provided by the government and helps affected families restore their livelihoods, ensuring dignified living conditions and a sense of normality and independence. As part of its accountability to the affected population, UNHCR consistently conducts monitoring exercises, including during and after the service delivery. Post-Distribution Monitoring (PDM) exercises published in June 2024 (winter response 2023-2024) both underscored recipients' satisfaction with cash assistance in general but also highlighted continued challenges in meeting their basic needs. Using advanced finance technology combined with strict data protection measures, UNHCR provides those in need with cash securely and quickly. UNHCR also provides more targeted cash assistance to help the affected population to meet their shelter and protection needs. The cash for rent and cash for shelter repairs programmes aim at ensuring access to dignified and sustainable housing options for internally displaced people (IDPs) with no prospect of an immediate return to their areas of origin or habitual residence, whilst cash for winter aims to support vulnerable Ukrainian families to cover additional expenses and to keep their homes warm during the colder winter months.

### Who is eligible?

Cash assistance is targeted based on vulnerability. Individuals must be internally displaced or returnees and meet one or more of the following **vulnerability criteria** adopted by the Cash Working Group: a) single-headed households with at least one minor child or family member above the age of 55; b) people aged over 55 heading households; and/or c) households with one or more people with specific needs. Eligible people should also meet the socio-economic criteria of earning less than UAH 5,400 (around USD 142) per person (family member) per month. UNHCR also established, in 2024, a rapid response cash assistance programme to provide immediate emergency cash assistance to people who have been evacuated or impacted by missile attacks. The cash assistance is provided as an option in lieu of basic non-food items immediately after attacks. UNHCR uses Building Blocks, a neutral humanitarian blockchain network, to ensure de-duplication of cash assistance provided by other organizations.

### Working with the Government

In 2024, UNHCR worked closely with the **Ministry of Social Policy (MoSP)** and the former **Ministry of Reintegration of the Temporarily Occupied Territories** to ensure complementarity of action. In-line with a **Cabinet decision** and a Memorandum of Understanding (MoU) concluded on **19 April 2022**, UNHCR supports persons most affected by the ongoing war through referrals from local authorities in frontline areas. These include registered IDPs and other war-affected people with specific vulnerabilities. On 29 November 2023, UNHCR signed a tripartite agreement with the **MoSP** and the **Pension Fund of Ukraine** to assist Pension Fund beneficiaries in covering additional energy needs. On 19 December 2023, UNHCR agreed with the Ministry of Reintegration to support the **Prykhystok programme**, the largest national social initiative supporting free housing for displaced people in Ukraine. Under the agreement, **UNHCR agreed to support Prykhystok with USD 21 million, assisting up to 90,000 families hosting approximately 250,000 IDPs in their homes for a period of at least four months**, ending the programme at the end of 2024. By the end of December 2024, Prykhystok provided financial support to over **83,848** people hosting approximately 188,000 IDPs with cash for utilities.

For assistance during the ongoing **2024-25 winter season**, UNHCR signed an MoU with the former **Ministry of Reintegration** of the Temporarily Occupied Territories of Ukraine and renewed the collaboration with the **Mosp and the Pension Fund** of Ukraine to provide cash to vulnerable frontline communities during winter. For more information, see **UNHCR's 2024-25 Winter Plan**.

As part of the high-level Steering Committee chaired by MoSP and UNICEF, UNHCR is also providing **support at policy and technical levels** for the **Perehid Initiative**, which aims to guide the transition from the at scale humanitarian cash assistance programme to an inclusive shock-responsive social protection system. In addition, **UNHCR provides technical assistance on inclusion in social protection programmes** through the secondment of a Senior Social Protection Officer to the Technical Assistance Facility, responsible for formulating evidence-based recommendations to the Committee.

Cash assistance modalities		Target 2024	Results 2024
Multi-purpose cash assistance	UAH 3,600 (around USD 87) <b>per</b> person per month for three months	600,000 people	329,750 people, with USD 83.6 million disbursed in 2024 with emergency cash following missile attacks and evacuation
Cash for winter	UAH 21,000 (around USD 507) per household	550,000 people	224,240 people, with USD 64 million disbursed so far
Rental market initiative	UAH 76,000 (around USD 1,830) per household	3,915 people (1,450 households)	1,059 families (2,789 people), with USD 2.3 million disbursed so far
Cash for repairs	Up to UAH 182,000 (around USD 4,386) per household, depending on shelter damage	1,806 people (669 households)	651 families (1,084 people), with USD 1.2 million disbursed so far
Cash for utilities (Prykhystok)	UAH 14.77 (around USD 0.36) per IDP hosted per day by a host family. A total of USD 15 million is expected to be disbursed within 2024.	90,000 families hosting approx. 250,000 IDPs	83,590 families hosting 188,000 individuals supported through this programme in 2024

## Where are we supporting?

UNHCR maintains active enrolment in 21 oblasts through static centres and/or mobile teams in Cherkaska, Chernihivska, Chernivitska, Dnipropetrovska, Donetska, Kharkivska, Khersonska, Khmelnytska, Kirovohradcka, Kyivska, Lvivska, Mykolaivska, Odeska, Poltavska, Rivnenska, Sumska, Ternopilska, Vinnytska, Volynska, Zaporizka, and Zhytomyrska. UNHCR also maintains an **emergency cash assistance programme** that can be rapidly deployed immediately.

## Working with Partners

Enrolment to the cash programme is conducted by UNHCR local NGO partner Right to Protection (R2P).

Counselling lines and Q&A guide enumerators and hotline operators in the communication with IDPs before, during, and after enrolment. Information is provided by partner Donbas SOS via hotline.

UNHCR actively participates in the **Ukraine Cash Working Group (CWG)** and is co-leading the Task Team on Response Analysis and Targeting. In addition, UNHCR coordinates closely with actors such as ACTED, FAO, ICRC, IOM, NRC, UNICEF and WFP.

## Key Findings from post-distribution monitoring for rapid multi-purpose cash following missile attacks

UNHCR's **emergency cash assistance following missile strikes** provides rapid immediate assistance to all families and individuals, who have experienced personal loss, injuries or whose housing has been rendered uninhabitable. The programme has a very short lead time to make cash assistance available within **72 hours** after enrolment. A recent post-distribution monitoring survey of 1,291 families who received such assistance found that: **97% of respondents** were satisfied or very satisfied with UNHCR's cash assistance, reported housing repairs as the number one expense of rapid cash assistance, then **buying food (7%)** and **covering health expenses (5%)**.

## How does it work?

1. IDPs, returnees and other war-affected people can request an appointment at a multi-service protection centre or, pursuant to UNHCR's MoUs with MoSP and Ministry of Reintegration, mobile enrolment is conducted to reach IDPs, returnees, and people impacted by missile attacks and war-affected people residing far from urban centres or with limited mobility.

2. At the centres, IDPs, returnees other and war-affected people receive detailed information on the cash programme, targeting criteria, amount, and process, as well as the UNHCR hotline number (0800307711) to seek support.

3. To ensure only vulnerable IDPs, returnees and other war-affected receive cash support, only individuals who meet the vulnerability criteria, assessed through an individual interview by partner staff, are enrolled.

4. Eligible IDPs, returnees and other war-affected are enrolled by enumerators directly into UNHCR's secured registration software (proGres), based on a limited number of data fields required for the purpose of administering the cash payment.

5. Tax ID numbers of all enrolled adults are collected as a unique identifier to ensure there is no duplication of assistance with other humanitarian organizations.

6. Payments are prepared and transferred through Rapyd to bank accounts, Western Union or Stellar Vibrant wallet. The wallet is a pioneer integrated blockchain payment solution powered by Stellar network to reach people in need with speed and agility.

7. Recipients receive an SMS when the assistance has been transferred to their bank account. The SMS also contains the hotline number in case of need.

## Multi-service Protection Centres

Since June 2022, UNHCR has transformed its cash enrolment centres into multi-service protection centres ("one-stop-shops"), where people can access a range of services, including legal aid, psychosocial support, counselling on accommodation, and other services and assistance programmes. Protection services and referrals on the spot are offered to all IDPs, returnees and war-affected people who approach the centres. UNHCR partners also operate mobile teams that enable us to reach vulnerable people and families who are unable to come to the centres or who live in remote and/or rural areas.